DOCUMENT RESUME

ED 230 203 IR 050 262

TITLE Linking Informational Needs. Massachusetts Long Range Program for Library Development. [1979-1982 Supplements].
INSTITUTION Massachusetts Board of Library Commissioners, Boston.
PUB DATE 82
NOTE 77p.; For related documents, see ED 150 963 and ED 174 214.
PUB TYPE Reports - Descriptive (141)

EDRS PRICE MF01/PC04 Plus Postage.
DESCRIPTORS *Formative Evaluation; *Information Needs; Library Networks; *Library Planning; *Library Services; Library Standards; Long Range Planning; Objectives; *Program Development; Program Evaluation; State Agencies; Statewide Planning
IDENTIFIERS Library Funding; *Library Services and Construction Act; *Massachusetts

ABSTRACT

These four supplements, which update a 1977 publication and a 1978 supplement, explain changes and additions in the priorities and administration of library programs, services, and activities funded under the Library Services and Construction Act (LSCA) in Massachusetts. Each of the four reports contains an introduction which reviews its purpose and background, the process for evaluation of staff activities of the Board of Library Commissioners, and the appointment and membership of the State Advisory Council on Libraries. Each document also outlines the purposes, criteria, and priorities of six programs for meeting state goals: a statewide and regional impact program, a local impact program, a statewide education and training program, a statewide public relations program, and programs for the blind and physically handicapped and the institutionalized. The 1979 supplement additionally provides a brief description of the 1978 Massachusetts Governor's Conference on Libraries and Information Services, an outline of a statewide standards program, and a 5-year graph for the overall state action program. (ESR)

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Linking Informational Needs

Massachusetts Long Range Program for Library Development

1979 Supplement

IR010262

Commonwealth of Massachusetts

Board of Library Commissioners

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• Publication approved by Alfred C. Holland, State Purchasing Agent.

2800-8-79-152162

Massachusetts Long Range Program for Library Development

1979 Supplement

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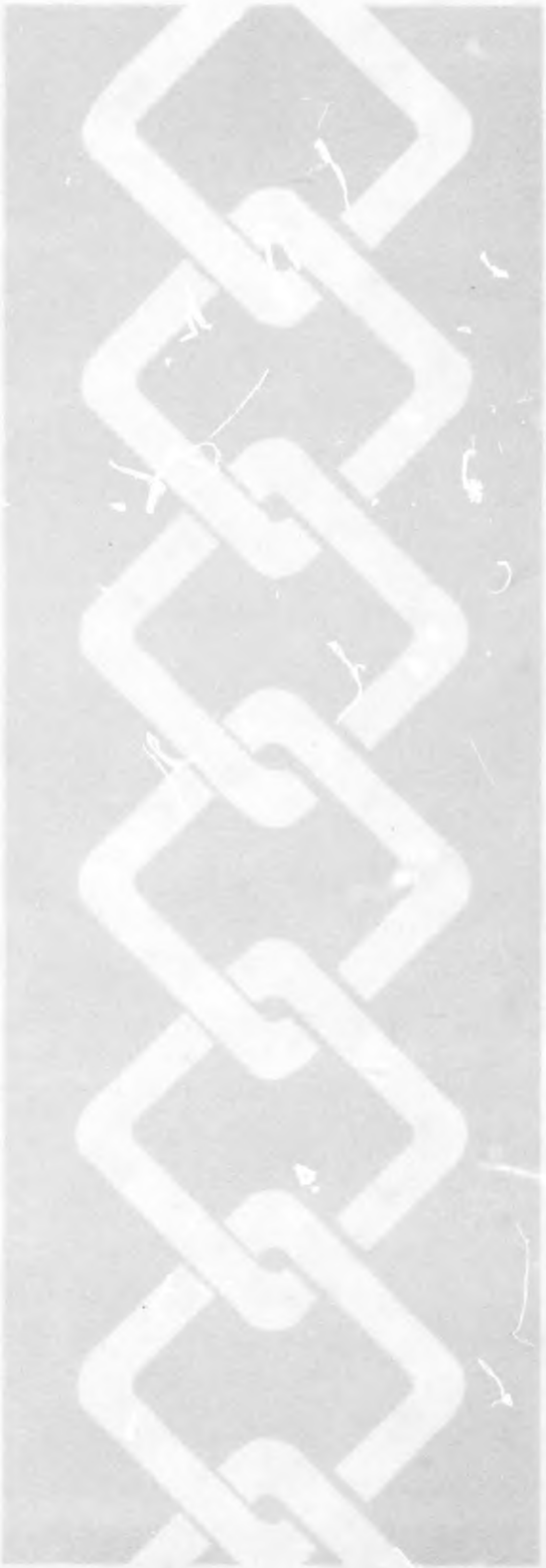

Introduction

Purpose

This document has been prepared as the update to the Massachusetts Long Range Program required under the Library Services and Construction Act, P.L. 84-597, as amended by P.L. 86-679, P.L. 88-269, P.L. 89-511, P.L. 93-29, P.L. 93-133, P.L. 93-380, and P.L. 95-123.

The development of each area of the long range program as stated in the Library Services and Construction Act as amended required:

1. the identification of present and projected needs;
2. the definition of objectives to meet these needs;
3. the development of action programs to meet these objectives;
4. the establishment of policies, criteria, priorities, and procedures for:
   a. periodic evaluation;
   b. dissemination of information;
   c. coordination with all types of libraries and their programs;
   d. allocation of funds for services;
   e. public library construction grants;
   f. interlibrary cooperation.

TITLE I - SERVICES

Grants are awarded to assist the States to:

1. develop and improve library service in geographical areas and to groups of persons without such service or with inadequate service;
2. provide library service for:
   a. patients and inmates of State-supported institutions,
   b. physically handicapped,
   c. disadvantaged persons in urban and rural areas,
   d. limited English-speaking persons;
3. strengthen metropolitan public libraries which function as regional or national resource centers;
4. strengthen the capacity of the State Library Agency to meet the library and information needs of all the people; and
5. support and expand library services of major urban resource libraries.

TITLE II - CONSTRUCTION

Grants are made to the State to be used for public library construction. "Public library construction" is defined as meaning the construction of new public library buildings and the acquisition, expansion, remodeling, and alteration of existing buildings for use as public libraries, and the initial equipment of such buildings (except books). Architects' fees and the cost of the acquisition of land are also eligible expenses. Projects may also include remodeling for the purpose of removing architectural barriers or conserving energy.

TITLE III - INTERLIBRARY COOPERATION

Grants are made to the States to be used for the planning, establishment and maintenance of cooperative networks of libraries at the local, regional, or interstate level. Such cooperative networks should provide for the "systematic and effective coordination of the resources of school, public, academic, and special libraries and information centers for improved supplementary services for the special clientele served by each type of library or center."

Background of the 1979 Supplement to the Long Range Program

The *1979 Supplement* was developed as an update to the 1977 publication entitled *Linking Informational Needs: Massachusetts Long Range Program for Library Development*, and its *1978 Supplement*. The changes and additions embodied in this *Supplement* derive from a review of the program by the State Advisory Council on Libraries and the comments received from librarians and other interested persons throughout the state. Of primary significance for the content of this document were the proceedings of the Massachusetts Governor's Conference on Libraries and Information Services.

It is the intent of the state library agency to seek advice from interested persons for the continual improvement and expansion of the long range program.

Coordination of Library Programs

It is the policy of the state library agency to seek the coordination of library programs among various types of libraries.

Coordination of programs with school media centers and institutions of higher education are made via the representatives on the Massachusetts State Advisory Council on Libraries, meetings with representative groups, professional associations, and wide dissemination of information on the LSCA Title III program.

Coordination of all types of libraries within an area, whether it be local, regional, or interstate, is encouraged through meetings with representative groups developing cooperative activities, particularly with area consortia.

Dissemination of Information

It is the policy of the state library agency to provide appropriate dissemination of information:

1. Long Range Program — copies of the complete document will be distributed to each public, academic, school and special library in Massachusetts. Copies will also be distributed to each person who attended the Governor's Conference on Libraries and Information Services.
   A summary and/or excerpts will be prepared and sent to such groups as public library trustee chairpersons. Information concerning the annual updating will be made available to all libraries.
2. Annual Programs and Projects — information will be disseminated via the state library agency newsletter **Currents**. Annual reports of special projects will be printed and distributed to all public libraries.

Evaluation

The activities of the staff of the Board of Library Commissioners are evaluated by the following groups: 1) the Board of Library Commissioners, 2) the State Advisory Council on Libraries, and 3) professional staff specialists employed by the state library agency.

Since the Board of Library Commissioners and its staff regularly gathers and analyzes data related to public library services and support, much of the evaluation of programs intended to improve the quality of local, regional and statewide services and resources will be based on various indices and rankings utilizing such data. Appropriate computer programs are under development which will facilitate the continuing modification and updating of the data base supporting these evaluations.

As appropriate the state library agency will also incorporate into the evaluation process the various standards published by such groups and agencies as the American Library Association, American Correctional Association, National Commission on Libraries and Information Science, etc.

A partial listing of these standards includes:

- A.L.A. Minimum Standards for Public Library Systems, 1966
- A.L.A. Standards for Library Functions at the State Level, 1970
- A.L.A. Standards for Library Services in Health Care Institutions, 1970
- A.C.A. Manual of Correctional Standards, 3rd ed., 1966
- A.L.A. Standards for School Media Programs, 1975
- NCLIS National Inventory of Library Needs, 1975 (published 1977)
- Public Library Mission Statement and Imperatives for Service, published in 1979 by the Public Library Association

Throughout the period of the program, progress toward achieving the goals will be continuously reviewed by the state library agency's staff, the Board of Library Commissioners, the State Advisory Council on Libraries, the Library Program Officer and other appropriate individuals and organizations. Periodic revision, updating and amendment of the program will be accomplished as required by federal regulations.

Individual projects will be evaluated by on-site visits of the state library agency staff and written quarterly and annual reports by the librarians conducting the projects.

Guidelines are developed to assist librarians in the self evaluation of their own library services. Special attention is given to librarians administering LSCA special projects. Since evaluation is contingent upon adequate planning, librarians are encouraged to conduct a community/library analysis within two years of the time at which they submit an LSCA grant application.

State Advisory Council on Libraries

A State Advisory Council on Libraries has been appointed to advise the state library agency on the development of the State Plan and on policy matters arising in the administration of the Plan and to assist the state library agency in evaluating library programs, services, and activities under the State Plan.

Persons appointed to the Advisory Council are broadly representative of public libraries, school libraries, academic libraries, special libraries, institutional libraries, major urban resource libraries, regional public library systems, and the users of such libraries and systems.

Meetings of the State Advisory Council are held several times during the year in conformance with the Council's responsibilities relative to the State Plan.

MEMBERS

Name	Group Represented
• Bruce Baker, Regional Administrator Western Regional Public Library System	Public Libraries, Regional Systems
• Patricia Boylan, Coordinator Springfield City School Libraries	School Libraries
• Donald Dunn, Law Librarian Western New England College	Academic Libraries
• Peter Fellenz, State Director Educational Opportunity Centers	General Users
• Joyce Graff, Director of Communications Center, Mass. Assoc. for the Blind	Users (Handicapped)
• Vincent Haynes, Director United Community Planning Corporation	Users (Disadvantaged)
• Benjamin Hopkins, Library Director Mass. College of Art	Academic Libraries
• Joseph Hopkins, Director Worcester Free Public Library	Public Libraries, Urban
• Janet London, State Coordinator Literacy Volunteers of Massachusetts	Users (Disadvantaged)
• Arlee May, Regional Medical Librarian New England Regional Medical Library	Special Libraries
• Howard Miller, Director Westwood Public Library	Public Libraries
• Suzanne Nicot, Assistant Director Cary Memorial Library, Lexington	Public Libraries
• Edward Pearce, Librarian Museum of Science	Special Libraries
• Mary Remar, Director of Volunteer Services Mass. Department of Mental Health	Institutional Libraries
• Patricia Warner Wellesley, Massachusetts	General Users

State of the Art

Massachusetts Governor's Conference on Libraries and Information Services

Congress first authorized the call for a White House Conference on Library and Information Services in 1976. With this initial groundwork created at the national level, the Board of Library Commissioners, in the fall of that year, identified a number of library-related organizations which were invited to participate on a core committee charged with the preliminary plans for the pre-White House Conference in Massachusetts.

Approximately one year later, on October 5th, 1977, Governor Michael S. Dukakis swore in 44 members to the Citizens Advisory Committee for the Massachusetts Governor's Conference. The Committee's task was to organize and solicit citizen participation in the conference; divided into various sub-committees, the members undertook the selection of delegates to the conference, the planning and implementation of public relations activities, the selection and arrangements for the conference facilities, the development of conference agenda and programs, the development of background information for delegates, and the administration of the conference budget and fund-raising activities. In accordance with the national guidelines established for the pre-White House Conferences, the Citizens Advisory Committee, as well as the roster of voting delegates subsequently developed, included two-thirds layperson representation and one-third library-related representation.

Prior to the actual conference, position papers from various library-related organizations, background materials such as a citizen survey of public library users, the Massachusetts Long Range Program, and documents developed by the National Commission of Libraries and Information Science were distributed to delegates. The two-day conference was held in Boston on April 26th and 27th, 1978. A total of 180 delegates participated in a series of plenary sessions at which conference addresses were delivered, workshops to discuss specific program items, and a plenary session out of which came the adoption of 32 resolutions.

Following the two-day conference, seven regional "Speak Outs" were organized to elicit public opinion about libraries and their future. These regional meetings were held in Boston, Haverhill, New Bedford, Pittsfield, Springfield, and Worcester during the month of October 1978. Though participation in the "Speak Outs" was short of what had been desired, four issues dominated the discussions which did take place: functional illiteracy, monitoring community needs in library services, establishment of a state agency to represent school library/media centers; and a public relations program to inform constituents about library services.

A second survey representing a random sampling of all Massachusetts residents was conducted prior to the final meeting of conference delegates in March 1979. The survey included basic questions concerning library use rates and suggestions for improving library and information services. Participation in the survey covered 650 persons from 140 cities and towns in the Commonwealth. The results of this survey were compared with the public library users survey mentioned above, and distributed to the delegates.

A final one-day meeting of delegates was held on March 27, 1979 at Mechanics Hall in Worcester. Thirteen official delegates were elected at that time to represent Massachusetts at the White House Conference scheduled for November 15 - 19, 1979, in Washington, D.C. Selection was also made of six alternate delegates who would represent the state in the event that an official delegate could not attend. The Massachusetts delegation will include the following persons:

Chairman

• Channing L. Bete, Jr. Greenfield	President, Channing L. Bete Company, Greenfield

Lay Delegates

• Rev. John M. Benbow Cohasset	Minister, Second Congregational Church, Cohasset
• Kathleen Furlani South Hadley	Student, Mount Holyoke College, South Holyoke
• Claire Gingras Belchertown	Homemaker and mother
• Ming Ivory North Falmouth	Graduate Student, Mass. Institute of Technology, Cambridge
• Janet London Boylston	Director, Literacy Volunteers of Massachusetts, Worcester
• Dr. Jesse L. Parks Springfield	Coordinator of Graduate Studies in Physical Education, Springfield College
• Dorothy J. Pryor Springfield	Affirmative Action/Equal Opportunity Officer, Springfield Technical Community College
• Daniel F. Toomey Holden	Assistant District Attorney, Worcester

Lay Alternates

• Frances M. Evans Belchertown	Homemaker
• Felice Forrest Boston	Library Services Manager, Little, Brown and Company, Boston
• Beatrice E. Lingley Shrewsbury	Homemaker
• Elizabeth Moltrup Cambridge	Vocational Rehabilitation Counselor, Mass. Rehabilitation Commission, Quincy

Library Delegates

• Alice M. Cahill Brighton	Retired Acting Director, Mass. Board of Library Commissioners
• Barbara Elam Dorchester	Librarian-in-Charge, Boston Public Schools Library Program, Dorchester
• Peter Fenton Newton Highlands	Chief Librarian, Boston State College, Boston
• Nancy Jacobson Andover	Director, Memorial Hall Library, Andover

Library Alternates

• J. Worth Estes, M. D. Westwood	Associate Professor of Pharmacology, Boston University School of Medicine, Boston (Library Trustee)
• Robert D. Stueart, Ph.D. Wellesley	Dean, Simmons College Graduate School of Library Science, Boston

Delegate voting at the final session of the conference in Worcester, together with the results of the two-day session held the preceding April, yielded a total of 54 resolutions which will be carried by the Massachusetts delegation to Washington.

The resolutions cover a wide variety of issues including:

Community Involvement	Copyright
Funding	Governmental Responsibilities
Intellectual Freedom	Literacy
Networking	Non-Print Media
Public Relations	Role of the Library
School Libraries & Media Centers	Specialized Clientele
Technology	User Needs

Resolutions bearing a relation to the statewide Action Program for Meeting Goals have been listed under the appropriate action program categories (see chapter entitled "Action Program for Meeting Goals"). A copy of the full set of conference resolutions is available through the Mass. Board of Library Commissioners.

Action Program for Meeting Goals

Action Program for Meeting Goals

The Action Program has been divided into the following seven categories:

State and Regional Impact Program
Local Impact Program
Statewide Educational and Training Program
Statewide Public Relations Program
Statewide Standards Program
Blind and Physically Handicapped Program
Institutionalized Program

All of these action program categories are designed to strengthen the services of the state library agency, the Regional Public Library Systems, local libraries, and various cooperating groups of libraries, for the purpose of effectively meeting the identified needs of all potential library users.

Where applicable, criteria for determining the eligibility or priority rating of proposed projects within the seven program categories is contained within the program description. These criteria encompass priorities stipulated in the Library Services and Construction Act (LSCA) under which funding may be provided for support of appropriate program areas, as well as Massachusetts priorities which have been identified.

An award of an LSCA project grant to any municipality within the Commonwealth is contingent upon the participation of the municipality in the Direct State Aid Grant Program, unless the state library agency waives the requirement for specific statewide programs. Wherever possible, priority for municipal grant awards will be given to municipalities with high unemployment rates and/or a high percentage of low-income individuals and families.

Municipalities with high unemployment rates and a high percentage of low-income families have been identified by means of an Unemployment/Poverty Index developed by the state library agency. This index is based on raw data from the following sources:

1. Labor Force Unemployment Statistics, 1978 - unpublished data made available to the state library agency by the Massachusetts Division of Employment Security.

2. The Municipal Yearbook - an annual publication of the International City Management Association. Contains municipal poverty figures based on U.S. Census thresholds.

3. Current Population Reports, Series P-25, #669 (Per Capita Income by Municipality, Estimated for 1974). Issued by the U.S. Bureau of the Census in May 1977.

This edition of the Action Program for Meeting Goals incorporates appropriate resolutions stemming from the Massachusetts Governor's Conference on Libraries and Information Services, following the priorities for each of the action program categories. The conference resolutions have been set off in italics for convenient reference.

Statewide and Regional Impact Program

Purpose

To provide every resident with equal opportunity of access to that part of the total information resource which will satisfy the individual's needs. To accomplish this goal a statewide plan must be developed which provides a united front for libraries in planning priorities, policies and programs for all types of resource sharing and for seeking the funding/legislation necessary to implement them while balancing all library interests. The development of this plan shall be the major goal of this five-year program.

Criteria

1. Increases access for the library user to Massachusetts information resources.
2. Supports the on-going development of basic library collections and services for municipalities, large geographic areas, educational institutions at all levels, and non-profit and corporate institutions.
3. Encourages cooperation at the local community level, the area level, the regional interstate level, and the national level.
4. Develops cost-effective methods of resource sharing which Massachusetts can afford to support.

Priorities

1. Projects which demonstrate effective stages in the development of a coordinated statewide resource sharing network.
2. Strengthening of the state library agency to enable it to provide leadership in the development of library services for all users and potential users.
3. Strengthening the state library agency to enable it to develop and implement plans for the coordination of services and programs of all types of libraries.
4. Strengthening of major urban resource libraries, the collections of which are recognized to be of value to individual users and libraries throughout a defined regional area of the state.
5. Strengthening of the regional public library systems.

Related Resolutions from the Massachusetts Governor's Conference

- *That the General Court of Massachusetts should provide funding at a level consistent with systematically documented needs to implement Section 19E of Chapter 78 of the General Laws which established "a comprehensive statewide program for the improvement and development of library and media resources for all citizens."*
- *That the Board of Library Commissioners should increase the monitoring of the development of financial resources for libraries and take an active role in keeping all Massachusetts libraries abreast of all federal, state and private funding resources, and provide staff assistance to aid individual librarians and interested citizens in the development of quality grant proposals.*

- *That as a first step towards this state's effective participation in a national network of information services, the Massachusetts Governor's Conference on Libraries and Information Services calls upon the Governor to appoint an administrative library commission to identify the library services that are the responsibilities of the federal, state, and local levels of government and to provide for the ways and means of funding these services.*

- *Whereas the bulk of support for library resources is at the local and institutional level, and whereas given the fact that geographic, institutional and political boundaries mean nothing to the individual seeking information, therefore be it resolved (1) that systematic research and planning should take place on local, regional, state, and national levels for sharing resources and services; (2) that there be adequate federal aid to encourage, support, and sustain intertype library cooperation; (3) that such cooperation consider existing networks and include an adequate needs assessment to avoid duplication; (4) that such federal aid should augment and enrich already funded programs at all levels; and (5) that such funding be made available to individual libraries, to state libraries and to networks themselves.*

- *That the state establish a system of regional previewing centers to facilitate the evaluation of non-print materials and equipment before purchase.*

- *That the Board of Education give immediate priority to the establishment of a Bureau of School Libraries, along with appropriate staffing and funding.*

- *The Massachusetts Governor's Conference on Libraries and Information Services calls for legislation requiring bibliographical control of all printed publications produced by the Commonwealth, its counties, cities, towns and other agencies and providing for the establishment of a machine-readable data base of such documents readily accessible to users.*

- *Given the rapid advance of technology, the Massachusetts Governor's Conference on Libraries and Information Services calls for the White House Conference to initiate a national, and even international, information policy in such crucial fields as standards, funding, privacy, access, and information competency.*

- *That the Massachusetts Governor's Conference on Libraries and Information Services support the development of a national policy for the preservation of library materials; and that the Library of Congress, because it is already concerned with this issue, be charged with and properly funded for carrying out such a program.*

- *That health information be made available to all persons residing in the United States, and further that the National Library of Medicine's Regional Medical Library Network be additionally funded to provide access to health information for all.*

- *The Massachusetts Governor's Conference on Libraries and Information Services calls for the recognition and affirmation of the role and responsibilities of the Library of Congress as the center of bibliographic control and thus an essential component in an evolving national information network.*

Local Impact Program

Purpose

To make available appropriate library services for potential users at the local level.

Criteria

1. Determines or demonstrates the needs of potential users in the community.
2. Conducts or demonstrates an inventory of information resources in the community.
3. Plans for, or is congruent with, the coordination of all resources within the community and access to these resources.
4. Is responsive to library goals and sub-goals for meeting needs, as specified in the Massachusetts Long Range Program.

Priorities

1. The systematic analysis of community information needs in relation to the library's or system's role in satisfying those needs.
2. The extension and improvement of library services in areas which are without such services or in which such services are inadequate.
3. The development and improvement of library services to:

   a. the blind and physically handicapped
   b. the institutionalized
   c. the disadvantaged (e.g., geographically isolated, limited or non-English speaking, unemployed, low income, etc.)
   d. the elderly.

Related Resolutions from the Massachusetts Governor's Conference

- *That the governing boards of libraries be required to establish and monitor the changing goals of services appropriate to their constituencies based on documented needs. Such goals will then provide a checklist for the continuing assessment of the library's role in its community.*
- *That the policy-making body of all libraries include in its membership representatives of all segments of the population which it is designed to serve.*
- *Boards of trustees and administrators of public libraries should involve community residents and representatives of community organizations in the decision-making process concerning budgets and programming through such means as, but not limited to, board and committee representation, public hearings, citizen review committees, and citizen audit committees, starting, when appropriate, at the local branch level.*

- *That federal and state funds should be provided to support branch libraries in low-income neighborhoods to guarantee access to library services for people who are unable to travel to central libraries because of age, health, lack of income, or lack of transportation, and that branch libraries should be supported as a means of saving energy used in transportation to central libraries, and that federal and state funds should be provided to construct central libraries accessible by mass transit as a means of social justice for transit-dependent low-income and elderly people and as a means of reducing energy consumed in travel to the libraries by car.*

- *That, because tax financing of public libraries results in less adequate service for communities with the smallest tax bases, the Commonwealth of Massachusetts should augment the present per capita state aid formula to provide for compensatory allocations to economically disadvantaged areas for the purpose of equalizing the quality of library services throughout the state.*

- *That the Massachusetts Governor's Conference strongly urges the Governor, the Legislature, the state library development agency and board of trustees of local libraries to work in partnership with established literacy programs to implement effective basic reading and/or English as a second language tutorial programs in order to meet the libraries' obligation to reach out to a neglected constituency and create new users.*

- *That libraries recommit themselves to the ideal of literacy, not only in its usual association with the printed word, but in an extended sense, to encompass facilities in confronting non-print media as well.*

- *That the Massachusetts Governor's Conference on Libraries and Information Services endorse an enhancement of normally offered public library reference services to include what is commonly referred to as information and referral services, and urge that local, state, and federal agencies give financial and moral support to this program.*

- *That in the interest of providing equality of educational opportunity for all students in the Commonwealth, there be a library media center in every school.*

- *That library media centers be recognized as teaching stations and be staffed by certified personnel.*

- *That secondary schools and public libraries be encouraged and expected to join in a cooperative effort statewide whereby students learn about the offerings and services of the public library to be used in their adult years.*

- *That the Massachusetts Governor's Conference on Libraries and Information Services urges the expansion of library roles in order to reach those with special needs and non-users.*

- *That the Massachusetts Governor's Conference on Libraries and Information Services stimulate the publication of materials in support of adult literacy and adult basic education programs, not only in English, but also in Spanish, Portuguese, French, and other languages, such as sign language used by the deaf, used by a significant number of Massachusetts residents. Both print materials at very easy reading levels and high interest levels, and audio-visual materials which meet adult informational needs are required.*

- *That the White House Conference on Libraries and Information Science encourage and support the active participation of public libraries in their communities' licensing process for cable television and that said public libraries actively seek the opportunity and support to serve as the community public access channel.*

- *That the Massachusetts Governor's Conference on Libraries and Information Services propose that additional federal money be set aside to investigate appropriate, cost effective technologies which are responsive to the information needs of local populations, for example: skills exchanges, personal computing networks, and information referral services.*

Statewide Education and Training

Purpose

To provide qualified staff with appropriate educational qualifications and experience to effectively serve the needs of all potential users.

Criteria

1. Demonstrates the value of staff with education and experience appropriate to the statewide sub-goals for children, young adults, adults, and the elderly. These include, but are not limited to the areas of child development, children's literature, non-print media, adolescent psychology, young adult literature, information science, subject areas where appropriate, gerontology, readers' advisory services.

2. Increases staff skills in story-telling, creative activities, reader development, booktalking, programming, reference, information referral, public relations, information networking, bibliotherapy.

3. Increases staff administrative capability in such areas as planning, managing, and implementing programs of service.

4. Trains staff in the language of the significant minorities of the community, including the deaf.

5. Encourages staff attitudes of empathy, respect and liking for potential users of all cultural and social backgrounds, and of various levels of physical and mental development.

Priorities

1. Provision of a grant program for the recruiting and training of candidates for professional library positions which serve racial, linguistic and other minorities, the institutionalized, and the handicapped.

2. Workshops and continuing education opportunities in areas in which need has been documented.

3. Production of training manuals which can be used effectively under a variety of circumstances.

Related Resolutions from the Massachusetts Governor's Conference

- *That library staff training programs for disadvantaged people be provided and that librarians and persons from these areas be involved with the preparation of the training programs.*
- *The Massachusetts Governor's Conference on Libraries and Information Services calls for all state agencies to support activities related to the upgrading of staff, both professional and lay, in the use of new technologies in libraries.*

Statewide Public Relations Program

Purpose

To promote library service for all potential users through the involvement and coordination of agencies at all levels: state, areawide, local.

Criteria

1. Use of an advisory committee consisting of representatives of the age group(s) to be served and those providing service to them.
2. Establishment or development of an on-going public relations effort through the media and through personal appearances before and within community groups, other educational institutions, parent and/or educational associations, clubs, residential institutions, etc., to document the need for improved services to the community in whole or in part, and to attract the participation of potential users of all ages in library programs.
3. Creation of liaisons with other agencies serving children, young adults, adults, the elderly, or the community at large.

Priorities

1. Activities which can be effectively coordinated into statewide public relations programs.
2. Activities which use available media in the promotion of services for all potential users (eg., cablecasting, television, radio, etc.).
3. Activities which involve the sponsorship or promotion of the production and dissemination of public relations materials of statewide applicability.

Related Resolutions from the Massachusetts Governors' Conference

- *That publicity and public education regarding existing library services and resources be increased.*
- *That the National Commission on Libraries and Information Science, the American Library Association, the Massachusetts Library Association, and other national and state library organizations, and the Board of Library Commissioners in Massachusetts make national and state publicity of library services one of their primary goals and that they allocate an adequate proportion of their budgets to promote the services that are or should be available to all library consumer groups.*

Statewide Standards Program

Purpose

To create appropriate standards and guidelines against which all users and potential users can evaluate the levels of library service provided in relation to user expectations.

Criteria

Development of measures of effectiveness and performance of continuous evaluation of services.

Priorities

1. Revision of the minimum standards for public libraries.
2. Development of guidelines for public libraries.
3. Review of the present Massachusetts certification laws.

Related Resolutions from the Massachusetts Governor's Conference

- *That the Commonwealth of Massachusetts mandate standards for school libraries and media centers.*

Blind and Physically Handicapped Program

Statewide and Regional Impact Priorities

1. Strengthen the program service components of the Massachusetts Regional Library for the Blind and Physically Handicapped program.
2. Survey and evaluate library service programs for blind and physically handicapped persons.
3. Encourage the production of special format materials that can be utilized by blind and physically handicapped persons.
4. Survey/study the qualified potential users of the Mass. Regional Library for the Blind and Physically Handicapped program relative to their service needs.
5. Improve communications between the Mass. Regional Library for the Blind and Physically Handicapped program and its consumer groups.
6. Formulate methodologies for the involvement and participation of blind and physically handicapped persons in program planning, development, and implementation.
7. Promote cooperative planning, development and implementation among major library service providers for blind and physically handicapped persons.

8. Develop a phased statewide plan of library service with data from a needs assessment.

9. Utilize existing and new communication and other technologies to promote program development, communication and other services for blind and physically handicapped persons.

10. Encourage the development of union lists of special format materials and other bibliographic methods to facilitate interlibrary and interagency services.

11. Develop and distribute information materials relating to Section 504 and state/federal legislation and/or regulations dealing with disabilities.

12. Develop methodologies for implementing Section 504 at the state library agency.

Related Resolutions from the Massachusetts Governor's Conference

- *That Chapter 6, Section 129 and 130 of the Massachusetts General Laws should be amended by the addition of the physically handicapped to persons eligible for participation in the talking and braille book program operated by the Massachusetts Commission for the Blind.*

Local Impact Priorities

1. Encourage the development and improvement of library services to blind and physically handicapped persons in areas which are without such services.

2. Encourage the development and improvement of library services to the blind and physically handicapped in areas where such services already exist.

3. Encourage librarians to participate in existing library and other programs provided by agencies/organizations for the blind and physically handicapped.

4. Encourage libraries to include services and materials for the blind and physically handicapped within their full plan of services.

5. Explore systems for delivery of library services appropriate for use within varied community settings, and suitable for all potential blind and physically handicapped users.

6. Encourage the on-going participation of all potential blind and physically handicapped users in planning library service and services.

7. Encourage libraries to make their facilities, services, and programs physically and psychologically accessible to members of their disabled community.

Related Resolutions from the Massachusetts Governor's Conference

- *That all systems of technological application to library services involving print materials and intended for library patron use be designed to meet the needs of the blind and physically handicapped.*

- *That the Massachusetts Board of Library Commissioners should seek necessary state funding for the installation of telecommunications equipment for handicapped users in public libraries throughout the state.*

Statewide Public Relations Priorities

1. Develop a publicity/public information program to increase awareness of the library services available to blind and physically handicapped persons and to strengthen the support of federal, state, county, and local funding of these services.

2. Promote an awareness among libraries to the needs and methods of serving the blind and physically handicapped.

3. Encourage staff of service agencies/organizations to cooperate with and to make appropriate use of libraries.

Statewide Education and Training Priorities

1. Encourage the inclusion of handicapped services in the curriculum of professional library training programs.

2. Establish discussion groups or other appropriate arrangements for librarians implementing programs to blind and physically handicapped persons to enhance their programs.

3. Develop workshop and continuing educational opportunities in which need has been demonstrated.

4. Recruit and train handicapped persons for library employment.

5. Produce training and/or awareness information packets.

Statewide Standards Priorities

1. Formulate guidelines for making libraries physically and psychologically accessible to members of the disabled community.

2. Develop program accessibility guidelines that will assist librarians in involving blind and physically handicapped persons in library programs.

3. Develop and implement quality production guidelines that can be utilized by libraries producing materials in appropriate formats for blind and physically handicapped persons.

4. Include the needs of disabled persons in all other library standards that are developed.

5. Encourage the development of national standards for service to blind and physically handicapped persons.

Institutional Program

Statewide and Regional Impact Priorities

1. Work with the Department of Mental Health Areas to plan and initiate central resources centers which can support public libraries and community based programs.

2. Work with Regional Commissioners in the Department of Corrections to determine their intent to further develop library services in their regions.

3. Develop and maintain adequate legal collections to satisfy mandates of Bounds v. Smith.

4. Visit county houses of correction and meet with the local sheriffs to determine support for library service.

5. Encourage institutional librarians to establish agreements for interlibrary loan with departmental institutional libraries, public libraries and private libraries for expanded service to their clientele of residents and professional staff.

6. Determine if library service is a feasible part of the Department of Youth Services program and estimate the cost of implementtion.

Related Resolutions from the Massachusetts Governor's Conference

- *That the institutionalized have right of access to adequately funded library and information services.*

- *That, as part of the implementation of court reform in this state, the county law libraries in the Commonwealth should be brought under the administration of the judicial branch and be funded as part of the judicial appropriation.*

- *That those law libraries funded by public funds be available to the public.*

Local Impact Priorities

1. Fund projects for bringing resources up to national standards in eligible institutions where staff have taken direct responsibility for promoting library services.

2. Encourage public libraries to provide interlibrary loans, deposit collections and programs to local institutions.

3. Encourage cooperative programming between institutional librarians.

4. Fund small incentive grants whose objectives are programming for the residents which would produce a final product.

5. Make library service a permanent part of each institution's program and budget.

6. Develop a delivery system of library materials with the help of other staff or volunteers to service non-mobile or secure populations.

Statewide Education and Training Priorities

1. Encourage institutional librarians within the state to meet regularly to share ideas, solve problems and support each other in dealing with the institutional structure and state bureaucracy.

2. Develop procedural manuals in departments where library service is well-established to eliminate needless duplication and to establish more unified policies.

3. Create or upgrade professional and clerical institutional library positions.

4. Encourage the use of institutional libraries as settings for the vocational training of institutional residents.

5. Encourage volunteer training programs.

6. Encourage Simmons College School of Library Science to expand the curriculum to include institutional library services.

7. Conduct appropriate workshops such as the utilization of low level reading materials with delinquent juveniles.

8. Develop opportunities for inter-state discussion among persons in institutional library services and related fields.

9. Encourage centralized access to professional information for institutional staff.

Statewide Public Relations Priorities

1. Develop a publicity program to increase awareness of the benefits of institutional library service and to strengthen the support of federal, state, county and local funding of institutional libraries.

2. Promote an awareness among public librarians of the needs of residents located in community-based mental health centers, correctional halfway houses or Department of Youth Services programs.

3. Encourage staff of community based facilities and programs to make appropriate use of public libraries.

4. Encourage librarians to publicize the library services provided within the institution to all potential users.

5. Plan official openings for new institutional libraries.

6. Educate publishers to be more aware of the needs of the institutionalized in order to stimulate the development of more relevant materials.

7. Maintain a central file on the extent and quality of institutional library services and publish these statistics on a regular basis.

Statewide Standards Priorities.

1. Survey state institutional library services, compare results to existing national standards and formulate a comprehensive plan to bring all institutional library services up to standards.

2. Survey library service being provided in local county institutions, compare results to existing national standards and formulate a plan to bring library service up to standards.

3. Develop state standards for institutional libraries.

4. Monitor the implementation of state standards within the institutions.

5. Achieve final approval of the Law Library Regulations in the Department of Corrections.

ACTION PROGRAM FOR MEETING GOALS

ACTION PROGRAM CATEGORIES	1980	1981	1982	1983	1984
Statewide & Regional Impact Program					
Local Impact Program	**********	**********	**********	**********	**********
Statewide Education & Training Program					
Statewide Public Relations Program					
Statewide Standards Program	.....	.....	.....	.....	.....
Blind and Physically Handicapped	++++++++++	++++++++++	++++++++++	++++++++++	++++++++++
Institutions	++++++++++	++++++++++	++++++++++	++++++++++	++++++++++

Key

Ongoing programs _____
Projected programs .....
LSCA priorities **********
LSCA mandated programs ++++++++++

Linking Informational Needs

Massachusetts Long Range Program for Library Development

1980 Supplement

Commonwealth of Massachusetts

Board of Library Commissioners

- Printed with LSCA Title I funds.
- Publication approved by Alfred C. Holland, State Purchasing Agent.

2800-8-79-152162

Est. cost per copy: $.75

Massachusetts Long Range Program

for Library Development

1980 Supplement

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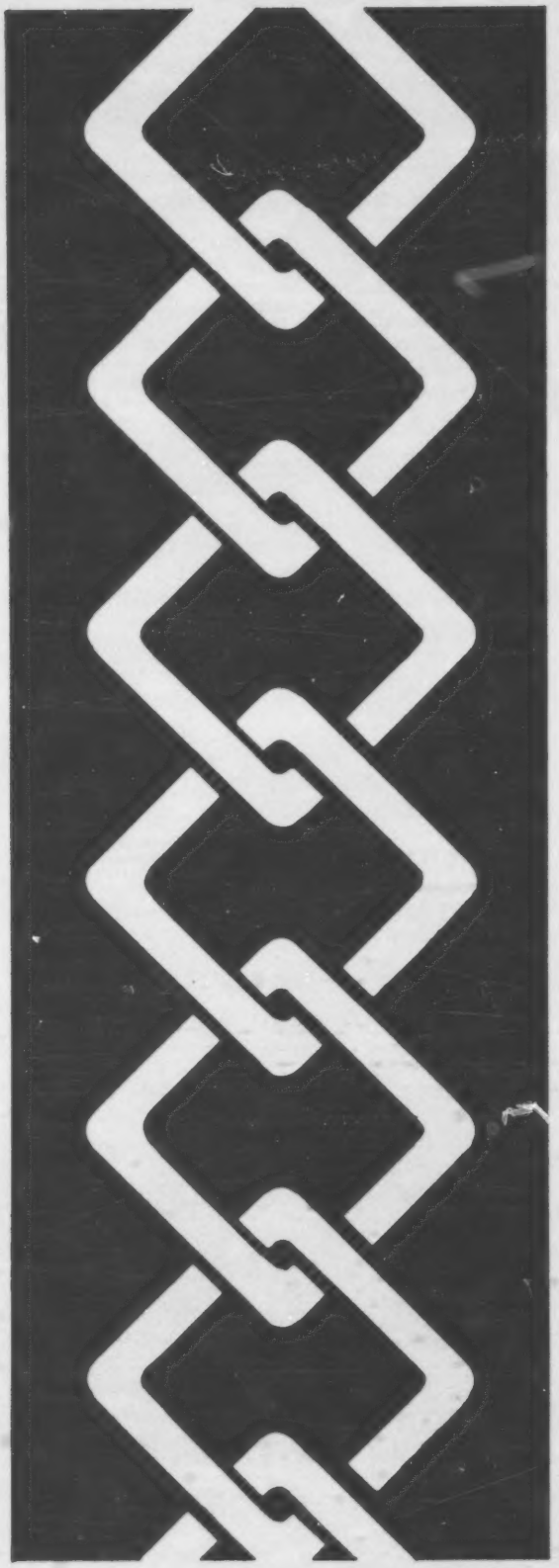

Introduction

Purpose

This document has been prepared as the update to the Massachusetts Long Range Program required under the Library Services and Construction Act, P.L. 84-597, as amended by P.L. 86-679, P.L. 88-269, P.L. 89-511, P.L. 91-600, P.L. 93-29, P.L. 93-133, P.L. 93-380, and P.L. 95-123.

The development of each area of the long range program as stated in the Library Services and Construction Act as amended required:

1. the identification of present and projected needs;
2. the definition of objectives to meet these needs;
3. the development of action programs to meet these objectives;
4. the establishment of policies, criteria, priorities, and procedures for:
   a. periodic evaluation;
   b. dissemination of information;
   c. coordination with all types of libraries and their programs;
   d. allocation of funds for services;
   e. public library construction grants;
   f. interlibrary cooperation.

TITLE I - SERVICES

Grants are awarded to assist the States to:

1. develop and improve library service in geographical areas and to groups of persons without such service or with inadequate service;
2. provide library service for:
   a. patients and inmates of State-supported institutions;
   b. physically handicapped;
   c. disadvantaged persons in urban and rural areas;
   d. limited English-speaking persons;
3. strengthen metropolitan public libraries which function as regional or national resource centers;
4. strengthen the capacity of the State Library Agency to meet the library and information needs of all the people; and
5. support and expand library services of major urban resource libraries.

TITLE II - CONSTRUCTION

Grants are made to the State to be used for public library construction. "Public library construction" is defined as meaning the construction of new public library buildings and the acquisition, expansion, remodeling, and alteration of existing buildings for use as public libraries, and the initial equipment of such buildings (except books). Architects' fees and the cost of the acquisition of land are also eligible expenses. Projects may also include remodeling for the purpose of removing architectural barriers or conserving energy.

Grants are made to the States to be used for the planning, establishment and maintenance of cooperative networks of libraries at the local, regional, or interstate level. Such cooperative networks should provide for the "systematic and effective coordination of the resources of school, public, academic, and special libraries and information centers for improved supplementary services for the special clientele served by each type of library or center."

Background of the 1980 Supplement to the Long Range Program

The *1980 Supplement* was developed as an update to the 1977 publication entitled *Linking Informational Needs: Massachusetts Long Range Program for Library Development,* and its *1978 and 1979 Supplements.* The changes and additions embodied in this *Supplement* derive from a review of the program by the State Advisory Council on Libraries and the comments received from librarians and other interested persons throughout the state.

It is the intent of the state library agency to seek advice from interested persons for the continual improvement and expansion of the long range program.

Coordination of Library Programs

It is the policy of the state library agency to seek the coordination of library programs among various types of libraries.

Coordination of programs with school media centers and institutions of higher education are made via the representatives on the Massachusetts State Advisory Council on Libraries, meetings with representative groups, professional associations, and wide dissemination of information on the LSCA Title III program.

Coordination of all types of libraries within an area, whether it be local, regional, or interstate, is encouraged through meetings with representative groups developing cooperative activities, particularly with area consortia.

Dissemination of Information

It is the policy of the state library agency to provide appropriate dissemination of information:

1. Long Range Program — copies of the complete document were distributed to each public, academic, school and special library in Massachusetts. Copies were also distributed to each person who attended the Governor's Conference on Libraries and Information Services.
   A summary was prepared and sent to such groups as public library trustee chairpersons. Information concerning the annual updating will be made available to all libraries.
2. Annual Programs and Projects — information will be disseminated via the state library agency newsletter CURRENTS. Annual reports of special projects will be printed and distributed to all public libraries.

Evaluation

The activities of the Office for the Development of Library Services are evaluated by the following groups: 1) the Board of Library Commissioners, 2) the State Advisory Council on Libraries, and 3) professional staff specialists employed by the state library agency.

Since the Board of Library Commissioners and its Office for the Development of Library Services regularly gathers and analyzes data related to public library services and support, much of the evaluation of programs intended to improve the quality of local, regional and statewide services and resources will be based on various indices and rankings utilizing such data. Appropriate computer programs are under development which will facilitate the continuing modification and updating of the data base supporting these evaluations.

As appropriate the state library agency will also incorporate into the evaluation process the various standards published by such groups and agencies as the American Library Association, American Correctional Association, National Commission on Libraries and Information Science, etc.

A partial list of these standards includes:

- A.L.A. Minimum Standards for Public Library Systems, 1966
- A.L.A. Standards for Library Functions at the State Level, 1970
- A.L.A. Standards for Library Services in Health Care Institutions, 1970
- A.C.A. Manual of Correctional Standards, 3rd ed., 1966
- A.L.A. Standards for School Media Programs, 1975
- NCLIS National Inventory of Library Needs, 1975 (published 1977)
- Public Library Mission Statement and Imperatives for Service, published in 1979 by the Public Library Association.

Throughout the period of the program, progress toward achieving the goals will be continuously reviewed by the state library agency's staff, the Board of Library Commissioners, the State Advisory Council on Libraries, the LSCA Administrative Librarian and other appropriate individuals and organizations. Periodic revision, updating and amendment of the program will be accomplished as required by federal regulations.

Individual projects will be evaluated by on-site visits of the state library agency staff and written quarterly and annual reports by the librarians conducting the projects. Since the evaluation is contingent upon adequate planning, librarians and trustees are encouraged to conduct a community/library analysis and develop goals and objectives appropriate to their own local community.

State Advisory Council on Libraries

A State Advisory Council on Libraries has been appointed to advise the state library agency on the development of the State Plan and on policy matters arising in the administration of the Plan and to assist the state library agency in evaluating library programs, services, and activities under the State Plan.

Persons appointed to the Advisory Council are broadly representative of public libraries, school libraries, academic libraries, special libraries, institutional libraries, major urban resource libraries, regional public library systems, and users of such libraries and systems.

Meetings of the State Advisory Council are held several times during the year in conformance with the Council's responsibilities relative to the State Plan.

MEMBERS

Name	Group Represented
• Bruce Baker, Regional Administrator Western Regional Public Library System	Public Libraries (Regional Systems)
• Sharon D. Canny, Librarian Dever State School	Institutional Libraries
• Sharon Gilley, Director Lucius Beebe Memorial Library	Public Libraries
• Peter Fellenz, State Director Educational Opportunity Centers	User
• Vincent Haynes United Community Planning Corporation	Users (Disadvantaged)
• Joseph Hopkins, Librarian Worcester Free Public Library	Libraries Serving Handicapped
• Katherine Howdeshell, Coordinator Gateway Regional School District Resource Center	School Libraries
• Christopher Huggins Learning Center for Deaf Children	User
• June Judson Boston, MA	User
• John P. Laucus, Director Boston University Libraries	Academic Libraries
• Arlee May Reference Extension Librarian New England Regional Medical Library	Special Libraries
• Philip J. McNiff, Director Boston Public Library	Public Libraries
• Edward Pearce, Librarian Museum of Science	Special Libraries
• Christopher Raible Worcester, MA	User
• Patricia Warner Wellesley, MA	Public Libraries

Action Program for Meeting Goals

Action Program for Meeting Goals

The Action Program has been divided into the following six categories:

State and Regional Impact Program
Local Impact Program
Statewide Educational and Training Program
Statewide Public Relations Program
Blind and Physically Handicapped Program
Institutionalized Program

All of these action program categories are designed to strengthen the services of the state library agency, the Regional Public Library Systems, local libraries, and various cooperating groups of libraries, for the purpose of effectively meeting the identified needs of all potential library users.

Where applicable, criteria for determining the eligibility or priority rating of proposed projects within six program categories is contained within the program description. These criteria encompass priorities stipulated in the Library Services and Construction Act (LSCA) under which funding may be provided for support of appropriate program areas, as well as Massachusetts priorities which have been identified.

An award of an LSCA project grant to any municipality within the Commonwealth is contingent upon the participation of the municipality in the Direct State Aid Grant Program, unless the state library agency waives the requirement for specific statewide programs. Wherever possible, priority for municipal grant awards will be given to municipalities with high unemployment rates and/or a high percentage of low-income individuals and families.

Municipalities with high unemployment rates and a high percentage of low-income families have been identified by means of an Unemployment/Poverty Index developed by the state library agency. This index is based on raw data from the following sources:

1. Labor Force Unemployment Statistics, 1978 - unpublished data made available to the state library agency by the Massachusetts Division of Employment Security.
2. The Municipal Yearbook - an annual publication of the International City Management Association. Contains municipal poverty figures based on U.S. Census thresholds.
3. Current Population Reports, Series P-25, #669 (Per Capita Income by Municipality, Estimated for 1974). Issued by the U.S. Bureau of the Census in May 1977.

Statewide and Regional Impact Program

Purpose

To provide every resident with equal opportunity of access to that part of the total information resource which will satisfy the individual's needs. To accomplish this goal a statewide plan must be developed which provides a united front for libraries in planning priorities, policies and programs for all types of resource sharing and for seeking the funding/legislation necessary to implement them while balancing all library interests. Recognizing the role that automation can play in resource sharing and the cost effective operation of libraries, efforts will be made to study, evaluate and make recommendations for the future development of automation in Massachusetts libraries.

Criteria

1. Increase access for the library user to Massachusetts information resources.

2. Supports the on-going development of basic library collections and services for municipalities, large geographic areas, educational institutions at all levels, and non-profit and corporate institutions.

3. Encourages cooperation at the local community level, the area level, the regional interstate level, and the national level.

4. Develops cost-effective methods of resource sharing which Massachusetts can afford to support.

Priorities (Not in priority order)

1. Projects which explore the feasibility of automation in the development of a coordinated statewide resource sharing network.

2. Projects which demonstrate effective stages in the development of a coordinated statewide resource sharing network.

3. Strengthening of the state library agency to enable it to provide leadership in the development of library services for all users and potential users.

4. Strengthening the state library agency to enable it to develop and implement plans for the coordination of services and programs of all types of libraries.

5. Strengthening of major urban resource libraries, the collections of which are recognized to be of value to individual users and libraries throughout a defined regional area of the state.

6. Strengthening of the regional public library systems.

Local Impact Program

Purpose

To make available appropriate library services for potential users at the local level.

Criteria

1. Determines or demonstrates the needs of potential users in the community.

2. Conducts or demonstrates an inventory of information resources in the community.

3. Plans for, or is congruent with, the coordination of all resources within the community and access to these resources.

4. Is responsive to library goals and sub-goals for meeting needs, of specific users as specified in the Massachusetts Long Range Program.

Priorities (Not in priority order)

1. The extension and improvement of library services in areas which are without such services or in which such services are inadequate.

2. The development and improvement of library services to:

   a. the blind and physically handicapped
   b. the institutionalized
   c. the disadvantaged (e.g., geographically isolated, limited or non-English speaking, unemployed, low income, etc.)
   d. the elderly.

Statewide Education and Training

Purpose

To provide qualified staff with appropriate educational qualifications and experience to effectively serve the needs of all potential users.

Criteria

1. Demonstrates the value of staff with education and experience appropriate to the statewide sub-goals for children, young adults, adults, and the elderly. These include, but are not limited to the areas of child development, children's literature, non-print media, adolescent psychology, young adult literature, information science, subject areas where appropriate, gerontology, readers' advisory services.

2. Increases staff skills in story-telling, creative activities, reader development, booktalking, programming, reference, information referral, public relations, information networking, bibliotherapy.

3. Increases staff administrative capability in such areas as planning, managing, and implementing programs of service.

4. Trains staff in the language of significant minorities of the community, including the deaf.

5. Encourages staff attitudes of empathy, respect and liking for potential users of all cultural and social backgrounds, and of various levels of physical and mental development.

Priorities (Not in priority order)

1. Provision of a grant program for the training and/or retraining of library personnel and trustees.

2. Workshops and continuing education opportunities in areas in which need has been documented.

3. Production of training manuals which can be used effectively under a variety of circumstances.

Statewide Public Relations Program

Purpose

To promote library service for all potential users through the involvement and coordination of agencies at all levels: state, areawide, local.

Criteria

1. Use of an advisory committee consisting of representatives of the age group(s) to be served and those providing service to them.

2. Establishment or development of an on-going public relations effort through the media and through personal appearances before and within community groups, other educational institutions, parent and/or educational associations, clubs, residential institutions, etc., to document the need for improved services to the community in whole or in part, and to attract the participation of potential users of all ages in library programs.

3. Creation of liaisons with other agencies serving children, young adults, adults, the elderly, or the community at large.

Priorities (Not in priority order)

1. Activities which can be effectively coordinated into statewide public relations programs.

2. Activities which use available media in the promotion of services for all potential users (e.g., cablecasting, television, radio, etc.).

3. Activities which involve the sponsorship or promotion of the production and dissemination of public relations materials of statewide applicability.

Blind and Physically Handicapped Program

Purpose

To make available library services to blind, and physically handicapped residents of Massachusetts who, by virtue of their special circumstances are confronted by barriers which frustrate or negate their attempts to use materials in traditional formats and/or through traditional delivery systems.

Statewide & Regional Impact Priorities (Not in priority order)

1. Strengthen the services for the blind and physically handicapped.

   a. Identify sites in metropolitan settings which are accessible via public and private transportation and suitable for user service units.

   b. Encourage relocation of regional and sub-regional library services to such sites and provide financial support for such relocations.

   c. Formulate a philosophy of service for the blind and physically handicapped which is consistent with the philosophy of public library service and emphasizes the broadest possible scope of community needs.

2. Utilize existing and new communication and other technologies to promote program development, communication, and other services for blind and physically handicapped persons.

   a. Identify appropriate sites for visual resource centers.

   b. Place a reading machine, closed-circuit TV Magnifier and other visual and manual aids in these sites.

3. Encourage the sharing of special resources through the development of visual resource centers, union lists of special format materials and other bibliographic methods to facilitate interlibrary and interagency services.

4. Encourage compliance with Section 504 regulations of the Rehabilitation Act of 1973.

   a. Develop and distribute information and materials relating to 504 and other state/federal legislation and/or regulations dealing with disabilities.

   b. Formulate guidelines for making libraries physically and psychologically accessible.

   c. Provide incentives to libraries to improve their accessibility and develop means of giving them appropriate recognition.

   d. Develop and implement plans to bring the state library agency into conformity with Section 504.

5. Encourage the production of special format materials that can be utilized by blind and physically handicapped persons.

   a. Encourage the identification and training of volunteer readers and transcribers.

   b. Develop and implement quality production guidelines that can be utilized by libraries producing materials in appropriate formats for blind and physically handicapped persons.

6. Assess the service needs of eligible blind and physically handicapped potential users of the Blind and Physically Handicapped Programs.

7. Based on assessed needs, develop and phased statewide plan of library services to the blind and physically handicapped.

   a. Involve blind and physically handicapped persons in program planning, development, and implementation.

   b. Promote and encourage cooperative planning, development, and implementation among major library service providers for blind and physically handicapped persons.

8. Seek increased state funding of basic state program of library services for the blind and physically handicapped.

Local Impact Priorities (Not in priority order)

1. Develop and improve local library services to blind and physically handicapped persons.

2. Encourage librarians to participate in existing library and other programs provided by agencies/organizations for the blind and the physically handicapped.

3. Encourage the on-going participation of all potential blind and physically handicapped users in planning library services.

4. Encourage librarians to include services appropriate for use within varied community settings, and suitable for all potential blind and physically handicapped users within their full plan of service.

5. Explore systems for delivery of library services appropriate for use within varied community settings, and suitable for all potential blind and physically handicapped users.

6. Encourage librarians to make their facilities, services, and programs physically and psychologically accessible to members of their disabled community.

Statewide Public Relations Priorities

1. Develop a publicity/public information program to increase awareness of the library services available to blind and physically handicapped persons and to strengthen the support of federal, state, county, and local funding of these services.

2. Promote an awareness among librarians to the needs and methods of serving the blind and physically handicapped.

3. Encourage staff of service agencies/organizations to cooperate with and to make appropriate use of libraries.

Statewide Education Training Priorities

1. Encourage the inclusion of handicapped services in the curriculum of professional library training programs.

2. Establish discussion groups or other appropriate arrangements for librarians implementing programs to blind and physically handicapped persons to enhance their programs.

3. Develop workshops and continuing educational opportunities in which need has been demonstrated.

4. Recruit and train handicapped persons for library employment.

5. Produce training and/or awareness information packets.

Institutional Program

Statewide and Regional Impact Priorities (Not in priority order)

1. Work with the Department of Mental Health Regions personnel to plan and initiate central resource centers which can support community based programs.

2. Work with the Department of Correction and the Department of Public Health to determine their intent to further develop cooperative library services.

3. Develop and maintain adequate legal collections to satisfy mandates of Bounds v. Smith.

4. Visit county houses of correction and meet with the Massachusetts Sheriffs Association to determine support for library service.

5. Encourage institutional librarians to establish agreements for interlibrary loan within their departments and with outside public or private libraries for expanded service to their clientele of residents and professional staff.

6. Survey state institutional library services, compare results to existing national standards and formulate a comprehensive plan to bring all institutional library services up to standards.

7. Achieve final approval of Policy Manual for libraries within the Department of Corrections.

Local Impact Priorities (Not in priority order)

1. Fund projects for bringing resources up to national standards in eligible institutions where staff have taken direct responsibility for promoting library services.

2. Encourage public libraries to provide interlibrary loans, deposit collections and programs to local institutions.

3. Encourage cooperative programming among institutional librarians.

4. Fund small incentive grants whose objectives are programming for the residents which would produce a final product.

5. Make library service a permanent part of each institution's program and budget.

6. Develop a delivery system of library materials with the help of other staff or volunteers to service non-mobile or secure populations.

Statewide Education and Training Priorities (Not in priority order)

1. Encourage institutional librarians within the state to meet regularly to share ideas, solve problems and support each other in dealing with the institutional structure and state bureaucracy.

2. Develop procedural manuals in departments where library service is well-established to eliminate needless duplication and to establish more unified policies.

3. Create or upgrade professional and clerical institutional library positions.

4. Encourage the use of institutional libraries as settings for the vocational training of institutional residents.

5. Encourage volunteer training programs.

6. Conduct appropriate workshops for public libraries to assist them in serving deinstitutionalized persons with special needs.

7. Develop opportunities for inter-state discussion among persons in institutional library services and related fields.

8. Encourage centralized access to professional information for institutional staff.

Statewide Public Relations Priorities (Not in priority order)

1. Develop a publicity program to increase awareness of the benefits of institutional library service and to strengthen the support of federal, state, county and local funding of insitutional libraries.

2. Promote an awareness among public librarians of the needs of residents located in community-based mental health centers, correctional halfway houses or Department of Youth Services programs.

3. Encourage staff of community based facilities and programs to make appropriate use of public libraries.

4. Encourage librarians to publicize the library services provided within the institution to all potential users.

5. Plan official openings for new institutional libraries.

6. Educate publishers to be more aware of the needs of the institutionalized in order to stimulate the development of more relevant materials.

7. Maintain a central file on the extent and quality of institutional library services and publish these statistics on a regular basis.

Massachusetts Board of Library Commissioners
648 Beacon Street, Boston, Massachusetts 02215

Memorandum 21 April 1981

To: Members of the LSCA Advisory Council on Libraries

From: Robert Dugan

Subject: SUGGESTED REVISION OF LSCA LONG RANGE PROGRAM 1981 SUPPLEMENT

Page 9 STATEWIDE AND REGIONAL IMPACT PROGRAM

Purpose, Criteria and Priorities (not in priority order) discussed, revised and approved at Advisory Council meeting 8 April 1981.

Page 10 - 11 LOCAL IMPACT PROGRAM

Purpose - OK
Criteria - OK
Priorities (not in priority order) -

2. b. Change to:

The institutionalized (such as nursing homes, local jails, etc.) and the deinstitutionalized (such as half-way houses, sheltered workshops, pre-release centers, etc.)

2. c. Change to:

The disadvantaged (such as geographically isolated, limited on non-English speaking, unemployed, low-income, illiterates, developmentally disabled, etc.)

Page 11 STATEWIDE EDUCATION AND TRAINING

Purpose - OK
Criteria - OK
Priorities (not in priority order) - OK

Page 12 STATEWIDE PUBLIC RELATIONS PROGRAM

Purpose - OK
Criteria - OK
Priorities (not in priority order) - OK

Page 12 - 14 BLIND AND PHYSICALLY HANDICAPPED PROGRAM

Purpose - OK
Statewide & Regional Impact Priorities (not in priority order)

7. Should be
"... develop a phased statewide..."

Page 15 - 16 INSTITUTIONAL PROGRAM

Statewide and Regional Impact Priorities (not in priority order)

1. Change to:

Establish regional/area library resource centers in the Department of Mental Health and the Department of Correction which can provide library service to all institutions.

2. Change to:

Work with the Department of Correction, the Department of Mental Health and the Department of Public Health to determine their intent to further develop cooperative library services.

4. Omit

7. Omit

Local Impact Priorities (not in priority order)

4. Change to:

Fund incentive grants to institutional libraries whose objectives are programming for the residents, such as services to non-mobile or secure populations.

6. Omit

Statewide Education and Training Priorities

3. Change to:

Promote staff development and the hiring of qualified personnel for institutional positions.

4. Change to:

Encourage institutional libraries to provide programs and materials which directly relate to the institutions treatment program and client's needs.

5. Change to:

   Encourage volunteer selection, training and evaluation programs.

Statewide Public Relations Priorities

5. Omit

du

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1981 Supplement

Commonwealth of Massachusetts

Board of Library Commissioners

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1200-8-81-164844

Est. cost per copy: $.74

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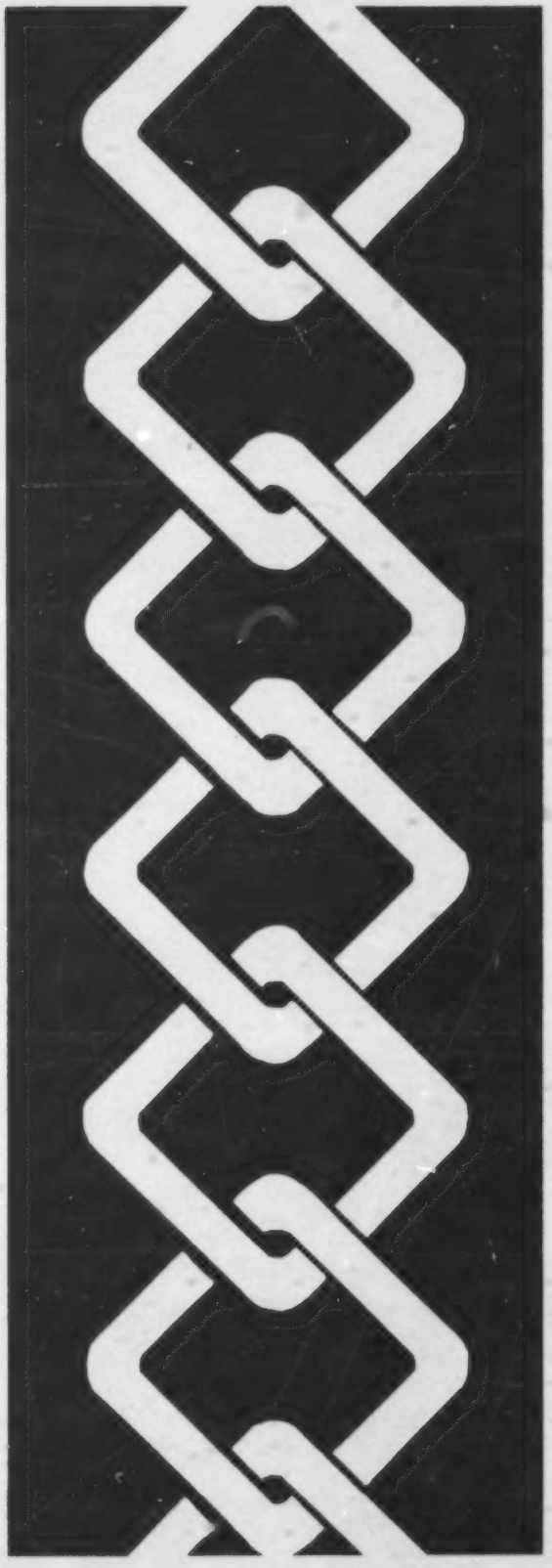

Introduction

Purpose

This document has been prepared as the update to the Massachusetts Long Range Program required under the Library Services and Construction Act, P.L. 84-597, as amended by P.L. 86-679, P.L. 88-269, P.L. 89-511, P.L. 91-600, P.L. 93-29, P.L. 93-133, P.L. 93-380, and P.L. 95-123.

The development of each area of the long range program as stated in the Library Services and Construction Act as amended required:

1. the identification of present and projected needs;
2. the definition of objectives to meet these needs;
3. the development of action programs to meet these objectives;
4. the establishment of policies, criteria, priorities, and procedures for:
   a. periodic evaluation;
   b. dissemination of information;
   c. coordination with all types of libraries and their programs;
   d. allocation of funds for services;
   e. public library construction grants;
   f. interlibrary cooperation.

TITLE I — SERVICES

Grants are awarded to assist the States to:

1. develop and improve library service in geographical areas and to groups of persons without such service or with inadequate service;
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3. strengthen metropolitan public libraries which function as regional or national resource centers;
4. strengthen the capacity of the State Library Agency to meet the library and information needs of all the people; and
5. support and expand library services of major urban resource libraries.

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Grants are made to the State to be used for public library construction. "Public library construction" is defined as meaning the construction of new public library buildings and the acquisition, expansion, remodeling, and alteration of existing buildings for use as public libraries, and the initial equipment of such buildings (except books). Architects' fees and the cost of the acquisition of land are also eligible expenses. Projects may also include remodeling for the purpose of removing architectural barriers or conserving energy.

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Grants are made to the State to be used for the planning, establishment and maintenance of cooperative networks of libraries at the local, regional, or interstate level. Such cooperative networks should provide for the "systematic and effective coordination of the resources of school, public, academic, and special libraries and information centers for improved supplementary services for the special clientele served by each type of library or center."

Background of the 1981 Supplement to the Long Range Program

The *1981 Supplement* was developed as an update to the 1977 publication entitled *Linking Informational Needs: Massachusetts Long Range Program for Library Development*, and its *1978, 1979 and 1980 Supplements*. The changes and additions embodied in this *Supplement* derive from a review of the program by the State Advisory Council on Libraries and the comments received from librarians and other interested persons throughout the state.

It is the intent of the state library agency to seek advice from interested persons for the continual improvement and expansion of the long range program.

Coordination of Library Programs

It is the policy of the state library agency to seek the coordination of library programs among various types of libraries.

Coordination of programs with school media centers and institutions of higher education are made via the representatives on the Massachusetts State Advisory Council on Libraries, meetings with representative groups, professional associations, and wide dissemination of information on the LSCA Title III program.

Coordination of all types of libraries within an area, whether it be local, regional, or interstate, is encouraged through meetings with representative groups developing cooperative activities, particularly with area consortia.

Dissemination of Information

It is the policy of the state library agency to provide appropriate dissemination of information:

1. Long Range Program — copies of the complete document were distributed to each public, academic, school and special library in Massachusetts.

2. Annual Programs and Projects — information will be disseminated via the state library agency newsletter "Currents." Annual reports of special projects will be printed and distributed to all public libraries.

Evaluation

The activities of the Development of Library Services unit are evaluated by the following groups: 1) the Board of Library Commissioners, 2) the State Advisory Council on Libraries, and 3) professional staff specialists employed by the state library agency.

Since the Board of Library Commissioners and its staff regularly gathers and analyzes data related to public library services and support, much of the evaluation of programs intended to improve the quality of local, regional and statewide services and resources will be based on various indices and rankings utilizing such data. Appropriate computer programs are under development which will facilitate the continuing modification and updating of the data base supporting these evaluations.

As appropriate, the state library agency will also incorporate into the evaluation process the various standards published by such groups and agencies as the American Library Association, American Correctional Association, National Commission on Libraries and Information Science, etc.

A partial list of these standards includes:

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Throughout the period of the program, progress toward achieving the goals will be continuously reviewed by the state library agency's staff, the Board of Library Commissioners, the State Advisory Council on Libraries, the LSCA Administrative Librarian and other appropriate individuals and organizations. Periodic revision, updating and amendment of the program will be accomplished as required by federal regulations.

Individual projects will be evaluated by on-site visits of the state library agency staff and written quarterly and annual reports by the librarians conducting the projects. Since the evaluation is contingent upon adequate planning, librarians and trustees are encouraged to conduct a community/library analysis and develop goals and objectives appropriate to their own local community.

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A State Advisory Council on Libraries has been appointed to advise the state library agency on the development of the State Plan and on policy matters arising in the administration of the Plan and to assist the state library agency in evaluating library programs, services, and activities under the State Plan.

Persons appointed to the Advisory Council are broadly representative of public libraries, school libraries, academic libraries, special libraries, institutional libraries, major urban resource libraries, regional public library systems, and the users of such libraries and systems.

Meetings of the State Advisory Council are held several times during the year in conformance with the council's responsibilities relative to the State Plan.

MEMBERS

Name	Group Represented
Bruce Baker, Regional Administrator Western Regional Public Library System	Public Libraries (Regional Systems)
Sharon D. Canny, Librarian Dever State School	Institutional Libraries
Sharon Gilley, Director Lucius Beebe Memorial Library	Public Libraries
Richard Gladstone Merrimack Valley Planning Commission	User
John Hawkins Bunker Hill Community College	Academic Libraries
Joseph Hopkins, Librarian Worcester Public Library	Libraries Serving Handicapped
Katherine Howdershell, Coordinator Gateway Regional School District Resource Center	School Libraries
Christopher Huggins Learning Center for Deaf Children	User
John P. Laucus, Director Boston University Libraries	Academic Libraries
Philip J. McNiff, Director Boston Public Library	Public Libraries
Carol H. Miller Lexington, MA	User
Edward Pearce, Librarian Museum of Science	Special Libraries
Dorothy Pryor Springfield Technical Community College	Disadvantaged Users
Christopher Raible Worcester, MA	User
Patricia Warner Wellesley, Massachusetts	Public Libraries

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Action Program for Meeting Goals

Action Program for Meeting Goals

The Action Program has been divided into the following six categories:

Statewide and Regional Impact Program
Local Impact Program
Statewide Education and Training Program
Statewide Public Relation Program
Blind and Physically Handicapped Program
Institutionalized Program

All of these action program categories are designed to strengthen the services of the state library agency, the Regional Public Library Systems, local libraries, and various cooperating groups of libraries, for the purpose of effectively meeting the identified needs of all potential library users.

Where applicable, criteria for determining the eligibility or priority rating of proposed projects within the six program categories is contained within the program description. These criteria encompass priorities stipulated in the Library Services and Construction Act (LSCA) under which funding may be provided for support of appropriate program areas, as well as Massachusetts priorities which have been identified.

An award of an LSCA project grant to any municipality within the Commonwealth is contingent upon the participation of the municipality in the Direct State Aid Grant Program, unless the state library agency waives the requirement for specific statewide programs. Wherever possible, priority for municipal grant awards will be given to municipalities with high unemployment rates and/or a high percentage of low-income individuals and families.

Municipalities with high unemployment rates and a high percentage of low-income families have been identified by means of an Unemployment/Poverty Index developed by the state library agency. This index is based on raw data from the following sources:

1. Labor Force Unemployment Statistics, 1978 — unpublished data made available to the state library agency by the Massachusetts Division of Employment Security.
2. The Municipal Yearbook — an annual publication of the International City Management Association. Contains municipal poverty figures based on U.S. Census thresholds.
3. Current Population Reports, Series P-25, #669 (Per Capita Income by Municipality, Estimated for 1974). Issued by the U.S. Bureau of the Census in May 1977.

Statewide and Regional Impact Program

Purpose

To provide every resident with equal opportunity of access to that part of the total information resource which will satisfy the individual's need. To accomplish this goal, projects for all types of resource sharing are encouraged. Recognizing the role that automation can play in resource sharing and the cost effective operation of libraries, projects which facilitate resource sharing among libraries using automation in the process of development of a comprehensive database will be a priority.

Criteria

1. Increase access for the library user to Massachusetts information resources.

2. Supports the on-going development of basic library collections and services for municipalities, large geographic areas, educational institutions at all levels, and non-profit and corporate institutions.

3. Encourages cooperation at the local community level, the area level, the regional interstate level, and the national level.

4. Develops cost-effective methods of resource sharing which Massachusetts can afford to support.

Priorities (Not in priority order)

1. Projects which explore the feasibility of automation in the development of a coordinated statewide resource sharing network.

2. Projects which utilize automation technology in the development of a coordinated statewide resource sharing network.

3. Projects which demonstrate effective stages in the development of a coordinated statewide resource sharing network.

4. Strengthening of the regional public library systems.

5. Strengthening of the state library agency to enable it to provide leadership in the development of library services for all users and potential users.

6. Strengthening the state library agency to enable it to develop and implement plans for the coordination of services and programs of all types of libraries.

7. Strengthening of major urban resource libraries, the collections of which are recognized to be of value to individual users and libraries throughout a defined regional area of the state.

Local Impact Program

Purpose

To make available appropriate library services for potential users at the local level.

Criteria

1. Determines or demonstrates the needs of potential users in the community.

2. Conducts or demonstrates an inventory of information resources in the community.

3. Plans for, or is congruent with, the coordination of all resources within the community and access to these resources.

4. Is responsive to library goals and sub-goals for meeting needs of specific users, as specified in the Massachusetts Long Range Program.

Priorities (Not in priority order)

1. The extension and improvement of library services in areas which are without such services or in which such services are inadequate.

2. The development and improvement of library services to:

   a. the blind and physically handicapped
   b. the institutionalized (such as nursing homes, local jails, etc.) and the deinstitutionalized (such as half-way houses, sheltered workshops, pre-release centers, etc.)
   c. the disadvantaged (such as geographically isolated, limited or non-English speaking, unemployed, low income, illiterates, developmentally disabled, etc.)
   d. the elderly.

Statewide Education and Training

Purpose

To provide qualified staff with appropriate educational qualifications and experience to effectively serve the needs of all potential users.

Criteria

1. Demonstrates the value of staff with education and experience appropriate to the statewide sub-goals for children, young adults, adults, and the elderly. These include, but are not limited to the areas of child development, children's literature, non-print media, adolescent psychology, young adult literature, information science, subject areas where appropriate, gerontology, readers' advisory services.

2. Increases staff skills in story-telling, creative activities, reader development, booktalking, programming, reference, information referral, public relations, information networking, bibliotherapy.

3. Increases staff administrative capability in such areas as planning, managing, and implementing programs of service.

4. Trains staff in the language of the significant minorities of the community, including the deaf.

5. Encourages staff attitudes of empathy, respect and liking for potential users of all cultural and social backgrounds, and of various levels of physical and mental development.

Priorities (Not in priority order)

1. Provision of a grant program for the training and/or retraining of library personnel and trustees.

2. Workshops and continuing education opportunities in areas in which need has been documented.

3. Production of training manuals which can be used effectively under a variety of circumstances.

Statewide Public Relations Program

Purpose

To promote library service for all potential users through the involvement and coordination of agencies at all levels: state, areawide, local.

Criteria

1. Use of an advisory committee consisting of representatives of the age group(s) to be served and those providing service to them.

2. Establishment or development of an on-going public relations effort through the media and through personal appearances before and within community groups, other educational institutions, parent and/or educational associations, clubs, residential institutions, etc., to document the need for improved services to the community in whole or in part, and to attract the participation of potential users of all ages in library programs.

3. Creation of liaisons with other agencies serving children, young adults, adults, the elderly, or the community at large.

Priorities (Not in priority order)

1. Activities which can be effectively coordinated into statewide public relations programs.

2. Activities which use available media in the promotion of services for all potential users (e.g., cablecasting, television, radio, etc.).

3. Activities which involve the sponsorship or promotion of the production and dissemination of public relations materials of statewide applicability.

Blind and Physically Handicapped Program

Purpose

To make available library services to blind and physically handicapped residents of Massachusetts who, by virtue of their special circumstances are confronted by barriers which frustrate or negate their attempts to use materials in traditional formats and/or through traditional delivery systems.

Statewide and Regional Impact Priorities (Not in priority order)

1. Strengthen the services for the blind and physically handicapped.

   a. Identify sites in metropolitan settings which are accessible via public and private transportation and suitable for user service units.

   b. Encourage relocation of regional and sub-regional library services to such sites and provide financial support for such relocations.

   c. Formulate a philosophy of service for the blind and physically handicapped which is consistent with the philosophy of public library service and emphasizes the broadest possible scope of community needs.

2. Utilize existing and new communication and other technologies to promote program development, communication, and other services for blind and physically handicapped persons.

   a. Identify appropriate sites for visual resource centers.

   b. Place a reading machine, closed-circuit TV Magnifier and other visual and manual aids in these sites.

3. Encourage the sharing of special resources through the development of visual resource centers, union lists of special format materials and other bibliographic methods to facilitate interlibrary and interagency services.

4. Encourage compliance with Section 504 regulations of the Rehabilitation Act of 1973.

   a. Develop and distribute information and materials relating to 504 and other state/federal legislation and/or regulations dealing with disabilities.

   b. Formulate guidelines for making libraries physically and psychologically accessible.

   c. Provide incentives to libraries to improve their accessibility and develop means of giving them appropriate recognition.

   d. Develop and implement plans to bring the state library agency into conformity with Section 504.

5. Encourage production of special format materials that can be utilized by blind and physically handicapped persons.

   a. Encourage the identification and training of volunteer readers and transcribers.

   b. Develop and implement quality production guidelines that can be utilized by libraries producing materials in appropriate formats for blind and physically handicapped persons.

6. Assess the service needs of eligible blind and physically handicapped potential users of the Blind and Physically Handicapped Programs.

7. Based on assessed needs, develop a phased statewide plan of library services to the blind and physically handicapped.

   a. Involve blind and physically handicapped persons in program planning, development, and implementation.

   b. Promote and encourage cooperative planning, development, and implementation among major library service providers for blind and physically handicapped persons.

8. Seek increased state funding of basic state program of library services for the blind and physically handicapped.

Local Impact Priorities (Not in priority order)

1. Develop and improve local library services to blind and physically handicapped persons.

2. Encourage librarians to participate in existing library and other programs provided by agencies/organizations for the blind and the physically handicapped.

3. Encourage the on-going participation of all potential blind and physically handicapped users in planning library services.

4. Encourage librarians to include services appropriate for use within varied community settings, and suitable for all potential blind and physically handicapped users within their full plan of service.

5. Explore systems for delivery of library services appropriate for use within varied community settings, and suitable for all potential blind and physically handicapped users.

6. Encourage librarians to make their facilities, services, and programs physically and psychologically accessible to members in the community who are disabled.

Statewide Public Relations Priorities

1. Develop a publicity/public information program to increase awareness of the library services available to blind and physically handicapped persons and to strengthen the support of federal, state, county, and local funding of these services.

2. Promote an awareness among librarians to the needs and methods of serving the blind and physically handicapped.

3. Encourage staff of service agencies/organizations to cooperate with and to make appropriate use of libraries.

Statewide Education Training Priorities

1. Encourage the inclusion of handicapped services in the curriculum of professional library training programs.

2. Establish discussion groups or other appropriate arrangements for librarians implementing programs to blind and physically handicapped persons to enhance their programs.

3. Develop workshops and continuing educational opportunities in which need has been demonstrated.

4. Recruit and train handicapped persons for library employment.

5. Produce training and/or awareness information packets.

Institutional Program

Statewide and Regional Impact Priorities (Not in priority order)

1. Establish regional/area library resource centers in the Department of Mental Health and the Department of Correction which can provide library service to their institutions.

2. Work with the Department of Correction, the Department of Mental Health and the Department of Public Health to determine their intent to further develop cooperative library services.

3. Encourage the Department of Corrections to develop and maintain adequate legal collections to satisfy mandates of Bounds v. Smith.

4. Encourage institutional librarians to establish agreements for interlibrary loan within their departments and with outside public or private libraries for expanded service to their clientele of residents and professional staff.

5. Survey state institutional library services, compare results to existing national standards and formulate a comprehensive plan to bring all institutional library services up to standards.

Local Impact Priorities (Not in priority order)

1. Fund projects for bringing resources up to national standards in eligible institutions where staff have taken direct responsibility for promoting library services.

2. Encourage public libraries to provide interlibrary loans, deposit collections and programs to local institutions.

3. Encourage cooperative programming among institutional librarians.

4. Fund incentive grants to institutional libraries whose objectives are programming for the residents, and/or services to non-mobile or secure populations.

5. Make library service a permanent part of each institution's program and budget.

Statewide Education and Training Priorities (Not in priority order)

1. Encourage institutional librarians within the state to meet regularly to share ideas, solve problems and support each other in dealing with the institutional structure and state bureaucracy.

2. Develop procedural manuals in departments where library service is well-established to eliminate needless duplication and to establish more unified policies.

3. Promote staff development and the hiring of qualified personnel for institutional positions.

4. Encourage institutional libraries to provide programs and materials which directly relate to the institution's treatment program and clients' needs.

5. Encourage volunteer training programs.

6. Conduct appropriate workshops for public librarians to assist them in serving deinstitutionalized persons with special needs.

7. Develop opportunities for interstate discussion among persons in institutional library services and related fields.

8. Encourage centralized access to professional information for institutional staff.

Statewide Public Relations Priorities (Not in priority order)

1. Develop a publicity program to increase awareness of the benefits of institutional library service and to strengthen the support of federal, state, county and local funding of institutional libraries.

2. Promote an awareness among public librarians of the needs of residents located in community-based mental health centers, correctional halfway houses or Department of Youth Services programs.

3. Encourage staff of community-based facilities and programs to make appropriate use of public libraries.

4. Encourage librarians to publicize the library services provided within the institution to all potential users.

5. Educate publishers to be more aware of the needs of the institutionalized in order to stimulate the development of more relevant materials.

6. Maintain a central file on the extent and quality of institutional library services and publish these statistics on a regular basis.

Linking Informational Needs

Massachusetts Long Range Program for Library Development

1982 Supplement

Commonwealth of Massachusetts

Board of Library Commissioners

• Printed with LSCA Title I funds.
• Publication approved by John J. Manton, State Purchasing Agent.

1200-10-82-170825

Est. cost pr copy: $1.57

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To provide every resident with equal opportunity of access to that part of the total information resource which will satisfy the individual's need. To accomplish this goal, projects for all types of resource sharing are encouraged. Recognizing the role that automation can play in resource sharing and the cost effective operation of libraries, projects which facilitate resource sharing among libraries using automation in the process of development of a comprehensive database will be a priority.

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To make available appropriate library services for potential users at the local level.

Criteria

1. Determines or demonstrates the needs of potential users in the community.

2. Conducts or demonstrates an inventory of information resources in the community.

3. Plans for, or is congruent with, the coordination of all resources within the community and access to these resources.

4. Is responsive to library goals and sub-goals for meeting needs of specific users, as specified in the Massachusetts Long Range Program.

Priorities (Not in priority order)

1. The extension and improvement of library services in areas which are without such services or in which such services are inadequate.

2. The development and improvement of library services to:

   a. the blind and physically handicapped
   b. the institutionalized (such as nursing homes, local jails, etc.) and the deinstitutionalized (such as half-way houses, sheltered workshops, pre-release centers, etc.)
   c. the disadvantaged (such as geographically isolated, limited or non-English speaking, unemployed, low income, illiterates, developmentally disabled, etc.)
   d. the elderly.

Statewide Education and Training Program

Purpose

To provide qualified staff with appropriate educational qualifications and experience to effectively serve the needs of all potential users.

Criteria

1. Demonstrates the value of staff with education and experience appropriate to the statewide sub-goals for children, young adults, adults, and the elderly. These include, but are not limited to the areas of child development, children's literature, non-print media, adolescent psychology, young adult literature, information science, subject areas where appropriate, gerontology, readers' advisory services.

2. Increases staff skills in story-telling, creative activities, reader development, booktalking, programming, reference, information referral, public relations, information networking, bibliotherapy.

3. Increases staff administrative capability in such areas as planning, managing, and implementing programs of service.

4. Trains staff in the language of the significant minorities of the community, including the deaf.

5. Encourages staff attitudes of empathy, respect and liking for potential users of all cultural and social backgrounds, and of various levels of physical and mental development.

Priorities (Not in priority order)

1. Provision of a grant program for the training and/or retraining of library personnel and trustees.

2. Workshops and continuing education opportunities in areas in which need has been documented.

3. Production of training manuals which can be used effectively under a variety of circumstances.

Statewide Public Relations Program

Purpose

To promote library service for all potential users through the involvement and coordination of agencies at all levels: state, areawide, local.

Criteria

1. Use of an advisory committee consisting of representatives of the age group(s) to be served and those providing service to them.

2. Establishment or development of an on-going public relations effort through the media and through personal appearances before and within community groups, other educational institutions, parent and/or educational associations, clubs, residential institutions, etc., to document the need for improved services to the community in whole or in part, and to attract the participation of potential users of all ages in library programs.

3. Creation of liaisons with other agencies serving children, young adults, adults, the elderly, or the community at large.

Priorities (Not in priority order)

1. Activities which can be effectively coordinated into statewide public relations programs.

2. Activities which use available media in the promotion of services for all potential users (e.g., cablecasting, television, radio, etc.).

3. Activities which involve the sponsorship or promotion of the production and dissemination of public relations materials of statewide applicability.

Blind and Physically Handicapped Program

Purpose

To provide blind and physically handicapped residents of Massachusetts with library service which is as effective, diversified, and accessible as that available to the general public.

Statewide and Regional Impact Priorities (Not in priority order)

1. Strengthen the services for the blind and physically handicapped users.

    a. Assess the service needs of eligible blind and physically handicapped.
    b. Based on assessed needs, modify and refine the Massachusetts Master Plan for Library Services to Blind and Physically Handicapped Readers.
    c. Involve blind and physically handicapped persons in program planning, development and implementation.
    d. Promote and encourage cooperative planning, development, and implementation among major library service providers for blind and physically handicapped persons.
        (1) Encourage, support, and coordinate efforts of the National Library Service Network Libraries in Massachusetts to achieve maximum effectiveness, efficiency,and accessibility.

2. Develop and coordinate library networking and referral through the establishment of Access Centers, the sharing of information, and planning for resource allocation. (Access Centers are libraries which provide exceptional collections of special format materials, information about disabilities, utilize technological aids and devices and specially trained staff in a barrier free environment.)

    a. Identify, develop and encourage Access Centers in every geographical region of the state.
    b. Disseminate information about resources, services, and cooperative programs in order to develop library networking and hierarchical relationships in services to the blind and physically handicapped.
    c. Encourage the sharing of special resources through networking, union lists of special format materials, and other biblographic methods to facilitate interlibrary and inter-agency services.

3. Encourage compliance with Section 504 regulations of the Rehabilitation Act of 1973.

    a. Develop and distribute information and materials relating to Section 504 and other state/federal legislation and/or regulations dealing with disabilities.
    b. Provide incentives to libraries to improve their accessibility and develop means of giving them appropriate recognition.
    c. Develop and implement plans to bring the state library agency into conformity with Section 504.

4. Encourage the production of special format materials that can be utilized by blind and physically handicapped persons.

5. Seek increased state funding of basic state program of library services for blind and physically handicapped residents of Massachusetts.

Local Impact Priorities (Not in priority order)

Based on the *Massachusetts Guidelines for Public Library Services to Persons with Disabilities,* public libraries in Massachusetts will be encouraged to:

1. Involve disabled persons in the planning and evaluation of library services intended for them.
2. Obtain both local funding for basic library services to disabled persons and supplemental funding from state and federal government agencies and philanthropies.
3. Designate a staff member to coordinate library services to disabled programs.
4. Provide barrier free access to library facilities, resources and programs.
5. Provide deposit collections of materials in formats needed by users with disabilities.
6. Provide materials on disabling conditions.
7. Provide special equipment needed by disabled users of the library.
8. Offer services usable by disabled persons.
9. Use and refer disabled persons to other libraries to back up the local public library's services, resources and facilities.
10. Use volunteers to perform aspects of library service to disabled persons that could otherwise not be offered.
11. Maintain liaison with agencies serving disabled persons and organizations of disabled persons.
12. Publicize library services to disabled persons through all available media.

Statewide Public Relations Priorities (Not in priority order)

1. Develop a publicity/public information program to increase awareness of the library services available to blind and physically handicapped persons and to strengthen the support of federal, state, county, and local funding of these services.

2. Promote an awareness among librarians to the needs and methods of serving the blind and physically handicapped.

3. Encourage staff of service agencies/organizations to cooperate with and to make appropriate use of libraries.

Statewide Education Training Priorities (Not in priority order)

1. Encourage the inclusion of handicapped services in the curriculum of professional library training programs.

2. Establish discussion groups or other appropriate arrangements for librarians implementing programs to blind and physically handicapped persons to enhance their programs.

3. Develop workshops and continuing educational opportunities in which need has been demonstrated.

4. Recruit and train handicapped persons for library employment.

5. Produce training and/or awareness information packets.

Institutional Program

Purpose

To promote and develop library service to the institutionalized of Massachusetts.

Statewide and Regional Impact Priorities (Not in priority order)

1. Work with the Department of Correction, the Department of Mental Health and the Department of Public Health to determine their intent to further develop cooperative library services.

2. Encourage the Department of Correction to develop and maintain adequate legal collections to satisfy mandates of Bounds v. Smith.

3. Encourage institutional librarians to establish agreements for interlibrary loan within their departments and with outside public or private libraries for expanded service to their clientele of residents and professional staff.

4. Survey state institutional library services, compare results to existing national standards and formulate a comprehensive plan to bring all institutional library services up to standards.

Local Impact Priorities (Not in priority order)

1. Fund projects for bringing resources up to national standards in eligible institutions where staff has taken direct responsibility for promoting library services.

2. Encourage public libraries to provide interlibrary loans, deposit collections and programs to local institutions.

3. Encourage cooperative programming among institutional librarians.

4. Fund incentive grants to institutional libraries whose objectives are programming for the residents and/or services to non-mobile or secure populations.

5. Make library service a permanent part of each institution's program and budget.

Statewide Education and Training Priorities (Not in priority order)

1. Encourage institutional librarians within the state to meet regularly to share ideas, solve problems and support each other in dealing with the institutional structure and state bureaucracy.

2. Develop procedural manuals in departments where library service is well established to eliminate needless duplication and to establish more unified policies.

3. Promote staff development and the hiring of qualified personnel for institutional positions.

4. Encourage institutional libraries to provide programs and materials which directly relate to the institution's treatment program and clients' needs.

5. Encourage volunteer training programs.

6. Conduct appropriate workshops for public librarians to assist them in serving deinstitutionalized persons with special needs.

7. Develop opportunities for interstate discussion among persons in institutional library services and related fields.

8. Encourage centralized access to professional information for institutional staff.

Statewide Public Relations Priorities (Not in priority order)

1. Develop a publicity program to increase awareness of the benefits of institutional library service and to strengthen the support of federal, state, county and local funding of institutional libraries.

2. Promote an awareness among public librarians of the needs of residents located in community-based mental health centers, correctional halfway houses or Department of Youth Services programs.

3. Encourage staff of community-based facilities and programs to make appropriate use of public libraries.

4. Encourage librarians to publicize the library services provided within the institution to all potential users.

5. Maintain a central file on the extent and quality of institutional library services and publish these statistics on a regular basis.